

A photograph of two Black women with voluminous, curly hair, smiling joyfully on a beach. The woman on the left is wearing a grey knit sweater, and the woman on the right is wearing a black lace-up top. The background shows a sandy beach and a body of water under a cloudy sky. The image is overlaid with a semi-transparent dark grey filter.

Results

Presentation 4Q20

Smiles

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Highlights of the quarter

- **R\$ 332.2 MM**
of Total Cash Generation
- **+ 24% Gross Billings**
vs. 3Q20 reaching R\$ 559 MM
- **+ 58% in Net Revenue**
vs. 3Q20 closing in R\$ 211 MM
- **+ 79% Net Profit**
vs. 3T20 reaching R\$ 89.8 MM
- **R\$ 1,576 MM**
Deferred Revenue
- **25.1 bi of earned miles**
- **19.9 bi of redeemed miles**
- **+ de 18.2 MM clients**



**Initiatives, products and
our commitment to our clients**

Triple Smiles Friday

The best Smiles Friday in our history.

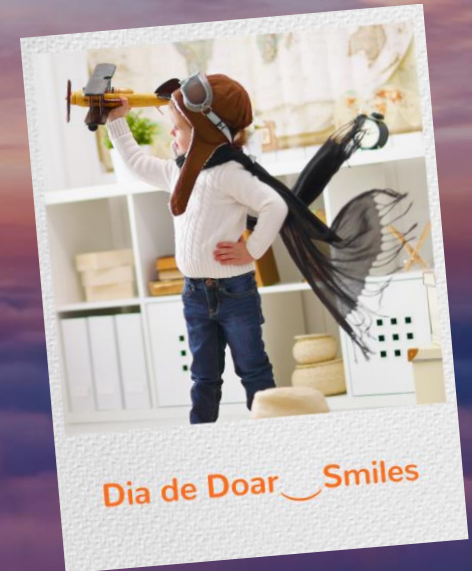
- ✈ 3X MORE OFFERS FOR OUR CUSTOMERS reinforcing the MOST COMPLETE TRAVEL PLATFORM;
- ✈ + 160% sessions for website compared to the same period in 2019;
- ✈ RECORD OF AIR TRANSACTIONS in the year. RECORD of the year in emissions with Viaje Fácil;
- ✈ SHOPPING + 252% Shopping transactions compared to the same period in 2019.



Dia de Doar Smiles

Record of miles donations in 1 day with Dia de Doar (Donate Day)

- ✈ Record of donations when celebrating Dia de Doar, promoted right after Black Friday.
- ✈ **5 million miles donated in just one day.** The campaign had the motto of Triple Smiles Day, and on this special day, Smiles tripled the amount donated.







New Partner

Air Carriers

We expanded our airline network to meet future demands, with four new partners, British Airways, Iberia, Amazonas and All Nippon.

-  + 300 new international destinations to our portfolio.
-  Our platform now has 59 partner airlines that together fly and connect to more than 1,500 destinations.



Launch Oceania



Reinforcing our plurality, in December 2020, we signed a partnership with Oceania Cruises, a company specialized in luxury cruises;



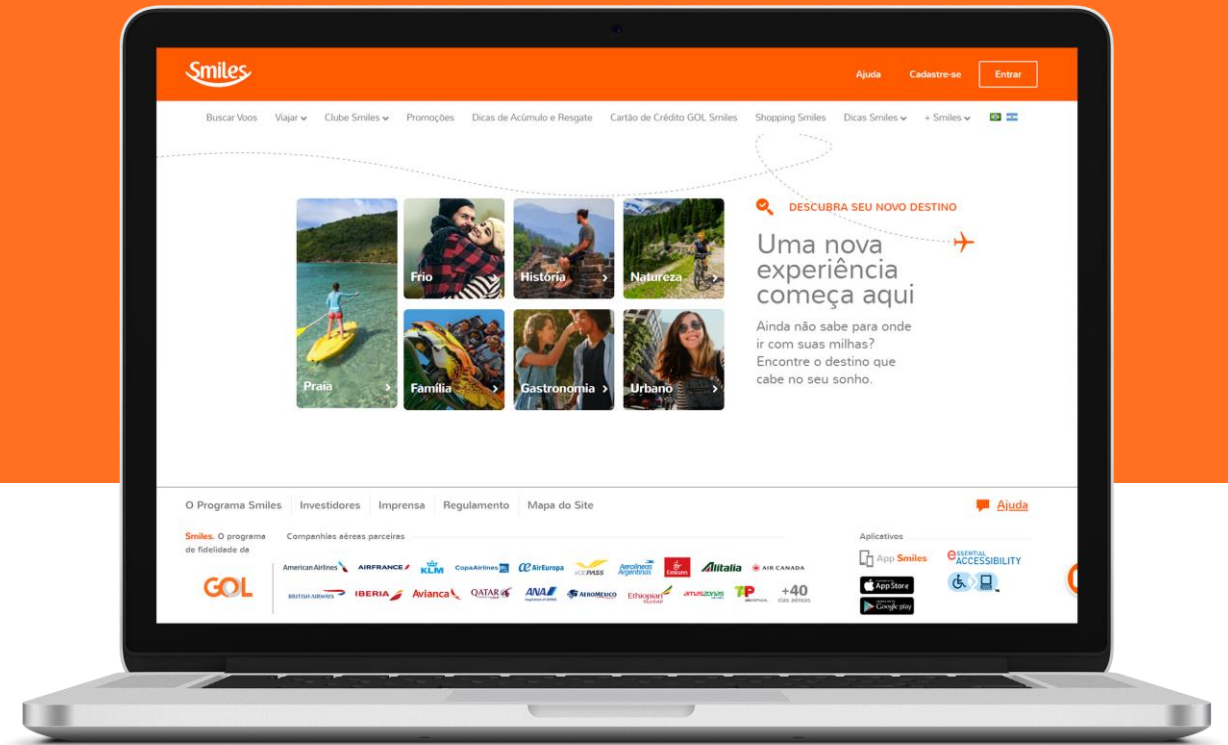
Personalized service, exclusive itineraries, new travel experiences.

 OCEANIA
CRUISES



New Functionality:

"Discover your New Destination"



Flight search engine that uses intelligence to select travel options that match the amount of miles available on the customer's account;



A different search journey for our customers, destinations that fit the profile;



Destination experience linked with educational content to aid trip planning.

New Product: Instant Redeem

- ✈ Redeem of GOL products in physical environment through QR Code;
- ✈ New form of transaction and possibility to acquire luggage and special seats, in a fast and uncomplicated way, following market trends.

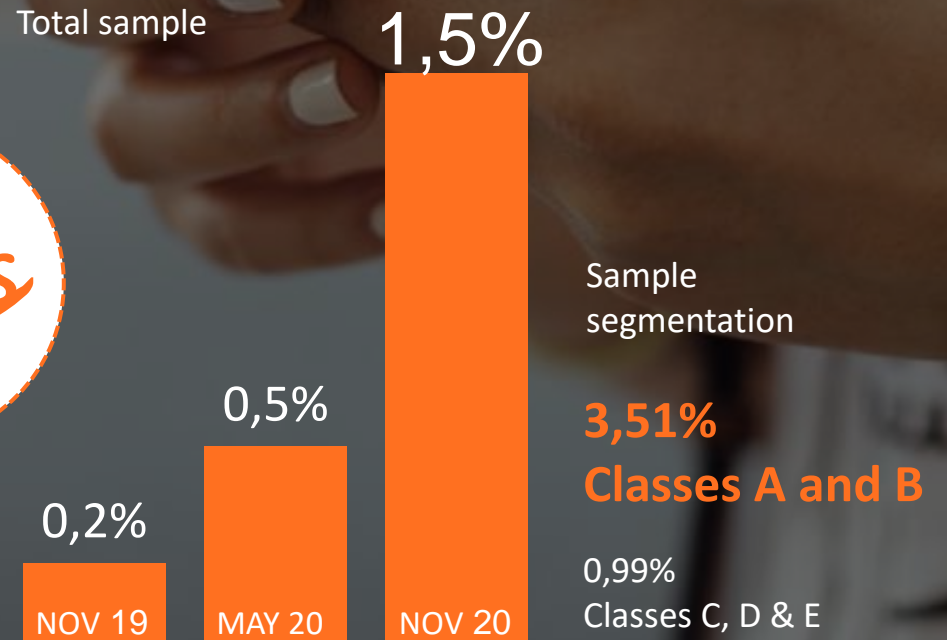


Taking off first: digital channels



First airline company and airline loyalty program to appear among the apps with the largest presence on the Brazilian homescreen.

Smiles



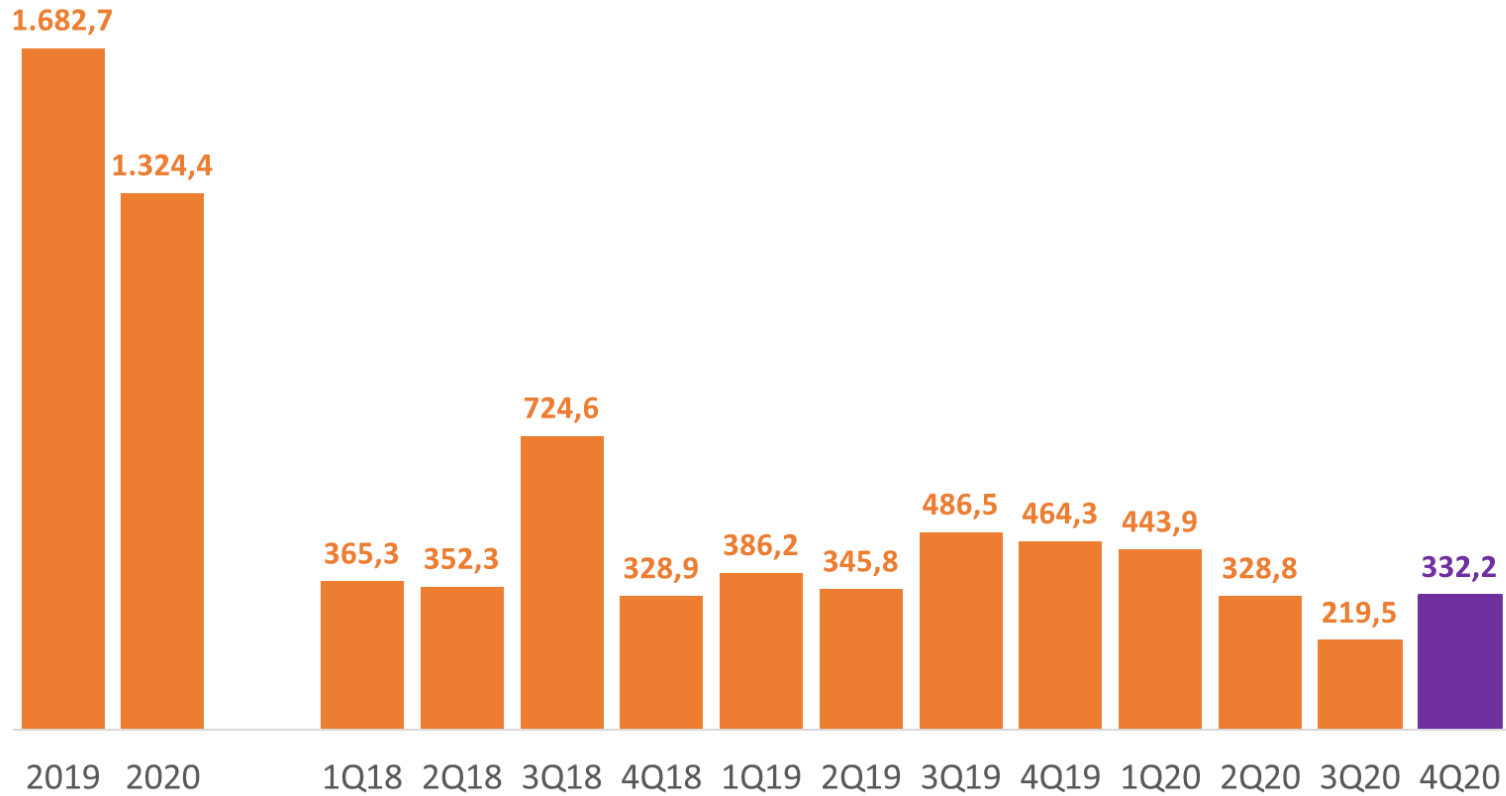
presence on the homescreen of Brazilians

Ref: Use of APPs in Brazil 12/20 – Dynatrace & OpinionBox

A photograph of a business meeting. Two people are seated at a desk with two laptops. One person is writing on a notepad with a red pen, while the other is pointing at the notepad with a red pen. The notepad contains handwritten notes and diagrams. The scene is lit with warm, soft light.

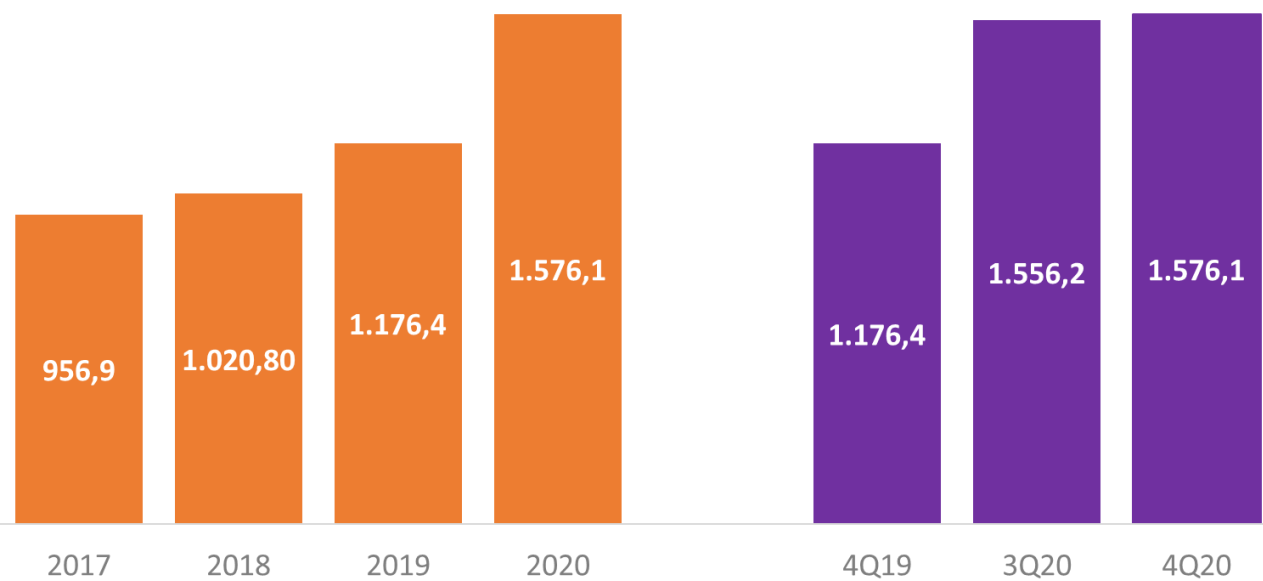
4Q20 Results

Cash Generation



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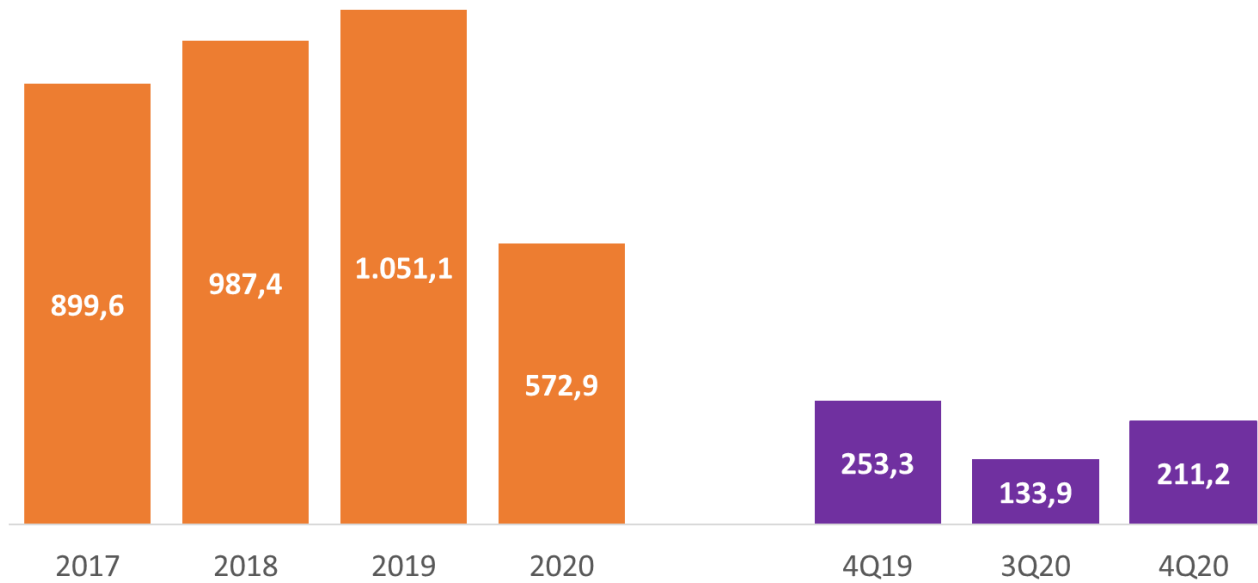
Deferred Revenue



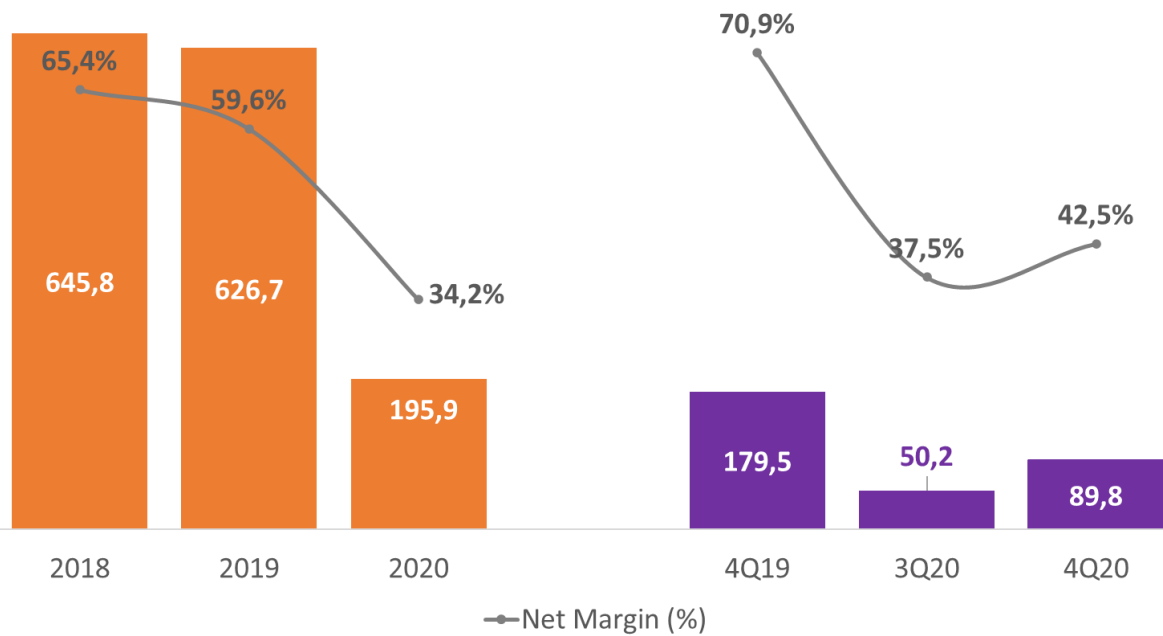
* Ex-breakage



Net Revenue



Net Income



A woman with long brown hair, wearing sunglasses and a colorful patterned shirt, is smiling slightly. She is standing in front of a wall covered in many colorful streamers in shades of red, blue, yellow, and purple. The scene is brightly lit, suggesting an outdoor setting.

Thank you!

André Fehlauer

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